

The \_\_\_\_\_ Program is a link between you and the VA health care system. The purpose of our program is to help you get the care you need. The program will use special equipment to monitor your health. These services will be provided in addition not in replace of any services you currently receive now from the (VA name).

#### Answers to Frequently Asked Questions about Telehealth Care Coordination Programs:

**1. What is the difference between care delivered by telehealth instead of face-to-face visits?**

Telehealth visits may allow you to avoid additional trips to the medical facility for problems that can be addressed by telehealth care coordinators. Telehealth is not meant to replace necessary face-to-face visits with your health care providers.

**2. What are the benefits to me of telehealth?**

Telehealth visits may decrease your trips to the medical facility and may provide you with ongoing education about your health condition.

**3. What are the risks to me of telehealth?**

You may feel uncomfortable with the technology or feel like it is invading your privacy in the home.

**4. What are the benefits and risks to me if I just continue with the usual face to face care with my medical providers?**

You may feel like you have more privacy with the alternative of usual face to face care, but you may have more difficulty accessing the health care system without the technology and the care coordinator.

**5. Is the use of telehealth new or unusual?**

The use of telehealth to coordinate your care is not considered new or unusual, as our program has been active for several years.